






**Mayor's Action Center**  
Service Level Attainment Compliance  
September 2009

Service Level Agreement	Target Performance	Current Performance	
Speed to Answer Calls	< :20		In Compliance with Service Levels
Abandon Rate	< 5%		In Compliance with Service Levels
Time on Call	< 2:30		In Compliance with Service Levels
After Call Work	< :40		In Compliance with Service Levels
Outbound Calls	>= 3,000 Outbound Calls for Service Closure		In Compliance with Service Levels